

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 32 - Alliance on Aging

From: 07/01/2009 To: 06/30/2010

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	0	0	15	17	32
Estimated Number of Attendees	0	0	579	630	1,209
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	0	0	0	5	5
Estimated Number of Attendees	0	0	0	760	760
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	13	10	23
Estimated Number of Attendees	0	0	120,000	100,000	220,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	0	3	5	8
Estimated Number of Targeted Persons Reached	0	0	11,000	8,000	19,000
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
			10	7	
Dual Eligible with Mental Illness	0	0	0	0	0
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	0	0	31	36	67
Grievances / Appeals - Plan Issues	0	0	0	0	0
Long-Term Care / Insurance	0	0	8	6	14
Low Income Subsidy (LIS) / Application Assistance	0	0	12	10	22
Medicare (Parts A & B)	0	0	18	13	31
Medicare Advantage (Part C)	0	0	17	5	22
Medicare Fraud / Abuse	0	0	0	3	3
Medicare Prescription Drug Coverage (Part D)	0	0	21	16	37
Medigap / Medicare Supplements	0	0	9	7	16
Non-Medicare Fraud/Abuse	0	0	0	0	0
Other Topics / Issues (Health Specific)	0	0	10	26	36

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	0	0	8	6	14
QMB/SLMB/QI	0	0	0	0	0
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	0	0	17	24	41
American Indian or Naitave Alaskan	0	0	16	20	36
Asian Indian	0	0	0	0	0
Caucasian	0	0	20	27	47
Chinese	0	0	0	0	0
Disabled	0	0	20	23	43
Dual Eligible Groups	0	0	0	0	0
Employer Related Groups	0	0	0	3	3
Family Member/Caregiver of Beneficiary	0	0	27	22	49
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	0	0	20	28	48
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	0	0	23	21	44
Medicare Beneficiaries	0	0	30	26	56
Medicare Pre-Enrollees	0	0	0	0	0
Mental Health	0	0	1	3	4
Mental Health Professionals	0	0	0	0	0
Native Hawaiian	0	0	0	0	0
Other	0	0	0	2	2
Other Asian	0	0	16	21	37
Other Pacific Islander	0	0	14	20	34
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	0	0	14	3	17
Rural	0	0	18	16	34
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	0	0	0
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	0	0

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	0	0	388	370	758
"Taking Care of Tomorrow"	0	0	90	65	155
Other Publications (Created by or on Behalf of Local HICAP)	0	0	11,486	2,285	13,771
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	6	23	2	31

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	113	275	294	248	930
Total Finalized Intakes	118	237	212	197	764
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	13	23	34	36	106
Aging into Medicare Postacd - CDA HICAP	0	0	0	0	0
CDA HICAP	3	0	2	2	7
CHA	0	0	0	0	0
CMS/Medicare	6	11	3	6	26
Friend/Relative	7	4	3	4	18
InfoVan	0	0	0	0	0
Internet	1	0	0	0	1
Mailings	0	0	0	0	0
Media	7	9	8	5	29
Other	5	30	20	29	84
Presentations	3	22	18	19	62
Previous Contacts	0	0	0	0	0
State Website	0	0	0	0	0
Missing/Not Collected	73	138	124	96	431
Mode of Client Contact					
Quick Call Contacts	0	87	231	124	442
Contacts by Telephone	121	252	252	463	1,088
Contacts In Person at home	2	1	1	2	6
Contacts In Person at site	108	161	119	156	544
Contacts by E-Mail	51	285	192	104	632
Contacts by Mail/Fax	0	0	0	1	1
Total Number of Client Contacts:	282	786	795	850	2,713
Contact Status Types					
General info	0	0	0	0	0
Detailed Assistance	0	0	1	1	2
Problem Solving/Resolution	0	0	0	0	0
Total Counseling Time Spent by Counselor Type					
Program Manager	42.19	66.45	54.55	61.49	224.68
Volunteer	71.27	79.21	63.52	92.22	306.22
Paid	22.43	47.46	31.20	62.52	163.61
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	12	27	25	33	97
Race					
African American/Black	0	2	2	2	6

From: 07/01/2009 To: 06/30/2010

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	2	0	1	0	3
Caucasian/White	89	165	134	111	499
Native Hawaiian	0	0	0	1	1
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	3	1	1	5
Chinese	0	1	2	1	4
Filipino	1	8	2	6	17
Japanese	0	1	1	1	3
Hmong	0	0	0	0	0
Korean	0	0	1	0	1
Vietnamese	1	4	1	1	7
Other Pacific Islander	0	0	0	0	0
Other Asian	0	1	1	2	4
Two or More Race	2	5	2	8	17
Some Other race	4	9	7	5	25
Not Collected	19	38	57	58	172
Gender					
Female	84	153	149	134	520
Male	34	84	58	60	236
Not Collected	0	0	5	3	8
Monthly Income					
Less than 150% of FPL	23	43	46	52	164
Equal To/Greater than 150% of FPL	88	168	130	112	498
Not collected	7	26	36	33	102
Client Asset Limits					
Below LIS Asset limit	0	0	0	0	0
At or Above LIS Asset Limit	0	0	0	0	0
Not Collected	118	237	212	197	764

From: 07/01/2009 To: 06/30/2010

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Total Clients that Checked Yes as Being					
Veteran	3	12	11	9	35
Limited English Proficient (LEP)	7	15	12	14	48
Dual Eligible	11	29	27	35	102
Medicare Status Due to Disability	10	20	23	25	78
Dual Eligible due to Mental Disability	0	0	0	0	0
Applying/Receiving Social Security/Medicare Disability	0	0	0	0	0
Age					
Under 60	10	7	10	13	40
60-64	2	2	7	19	30
65-74	50	59	47	51	207
75-84	15	27	28	29	99
85+	7	10	9	15	41
Not Collected	34	132	111	70	347
Marital Status					
Married	57	99	78	89	323
Never Married	5	22	14	14	55
Separated	2	1	2	4	9
Divorced	7	23	27	23	80
Widowed	23	60	42	30	155
Domestic Partner	2	1	2	2	7
Not Collected	22	31	47	35	135
Estimated Financial Saving					
Clients with Financial Savings	5	65	33	7	110
Estimated Dollars Saved	\$9,076.00	\$88,909.00	\$45,448.00	\$12,278.00	\$155,711.00

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	41	53	64	74	232
Benefit Comparisons/Explanation/Coverge Changes	29	52	62	71	214
Appeals/Grievances	1	2	1	3	7
Billings/Claims	10	7	8	16	41
Fraud/Abuse	0	0	0	0	0
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	8	1	5	10	24
Billings/Claims	0	1	0	0	1
LTC Partnership	0	0	0	0	0
Appeal/Greivances	2	1	0	1	4
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	51	82	75	88	296
Benefit Explanation	41	81	71	78	271
Appeals/Grievances	1	0	0	0	1
Billings/Claims	3	2	2	3	10
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	8	9	7	10	34
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	0	0	0
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	20	34	28	21	103
Benefit Explanation	9	26	17	15	67
Appeals/Grievances	1	1	0	0	2
Billings/Claims	2	0	0	0	2
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	1	3	8	4	16
Plan Non Renewal	8	5	1	3	17
Plan Comparison	0	0	0	0	0
Enrollment/Enrollment Asistance	0	0	0	0	0
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	1	3	0	1	5
Medi-Cal Application Assistance	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	1	4	10	10	25
MSP Application Assistance	0	0	0	0	0
Medi-Cal/QMB Claims	0	0	0	0	0
Fraud/Abuse	1	0	0	0	1
Other	26	31	28	36	121
Other					
Employer/Federal Health Benefits (FEHB)	22	31	32	40	125
Military Benefits	5	11	14	8	38
COBRA	1	3	3	1	8
Mental Health Topics	3	5	8	7	23
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	0	0	0
Other	4	6	5	4	19
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	1	1	0	2
Eligibility/Screening	66	217	166	128	577
Plan Comparison	62	216	153	116	547
Enrollment/Anrollment Assistance	43	193	123	80	439
Billings/Claims	2	0	1	3	6
Coverage Changes	2	1	4	3	10
Re-enrollment	0	0	0	0	0
Disenrollment	0	0	0	0	0
TROOP	1	0	0	3	4
Other	2	0	4	9	15
LIS / Extra Help					
Eligibility / Screening	15	17	34	46	112
Benefit Explanation	0	0	0	0	0
Application Assistance	4	8	7	12	31
Claims/Billings	0	0	0	0	0
Appeals / Grievances	2	0	1	0	3
Other Prescription Drug CoveragePlans					
Union/employer	7	14	11	15	47
PPARx	10	1	5	5	21
Military Drug Benefit	0	0	0	0	0
Manufacturer Program	8	4	5	5	22
Other	1	1	1	1	4
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	1	0	0	0	1
Lag Time	0	0	0	0	0
Multiple Enrollment	0	0	0	0	0
Poor Training of Agents	0	0	0	0	0
Poor Training of CSR	1	0	0	0	1

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	1	1	3	3	8
Dosage problem	0	0	1	1	2
Data problems	0	0	3	0	3
Delay in medications	0	0	0	1	1
Incorrect Co-Pay/Can't Afford Co-Pay	2	0	1	1	4
Client reached donut hole	6	1	0	3	10
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	2	2
Legal Clients Served	0	0	0	40	40
Cases Opened	0	0	0	38	38
Cases Closed	0	0	0	38	38
Favorable Closed Case Results	0	0	0	27	27
Client Representation Hours	0	0	0	133	133
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	3	3
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$19,685.00	\$19,685.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	1	1
Part D Plan:	0	0	0	2	2
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	1	1
800 Medicare:	0	0	0	2	2
Other:	1	1	4	5	11
TOTAL MEDICARE PART D COMPLAINTS	1	1	4	11	17

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	1	1
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	1	1

800 Medicare Line Issues

Total number of Calls with Issues	0	1	2	3	6
Total duration of calls	0.00	0.00	0.11	1.18	1.29